

Integrated Maintenance Management System



What is IMMS?

IMMS stands for Integrated Maintenance Management System.

What is Hansen?

Hansen is the software package at the core of IMMS that will replace two of Caltrans' current systems: MMS and MMSI.

How will IMMS benefit Caltrans staff?

- IMMS will eliminate duplicate data entry. For example, Supervisors will not need to enter the same information into the FA83 and HM85. As such, there will be no need to run a comparison report to make sure all labor hours are accounted for.



- IMMS will reduce Maintenance staff time on administrative computer tasks such as creating ad hoc reports.
- By minimizing current

administrative tasks, IMMS will allow staff to concentrate on deferred work.

- IMMS will provide Maintenance staff access to real-time data. For example, working stock adjustments will be reflected in the system as soon as the Supervisor enters them. Also, hours worked by borrowed employees can be seen in the system by the loaning Supervisor as soon as the borrowing Supervisor enters them.
- IMMS will allow more effective monitoring and control of working stock by improving the accuracy of data that is entered and stored.
- Borrowing and loaning resources and generating reports will be made easier with IMMS, as Maintenance staff will be able to electronically share data between crews, Districts, Regions, etc.
- IMMS will also allow staff to more easily document completed maintenance work, by providing standardized work order forms, from which Supervisors can capture all necessary information while in the field.
- With IMMS, work schedules can be developed in advance electronically, giving Supervisors more control over their crew's daily activities.
- And much more...



What is the goal of IMMS?

The goal of IMMS is to provide tools to Caltrans Maintenance staff, which will enable them to effectively plan, budget, schedule, perform, report, and evaluate maintenance work through asset management.

Why is Caltrans implementing IMMS?

In 1995, the Maintenance Program reviewed its operations. The findings indicated that the current Maintenance Management System (MMS/MMSI) does not adequately meet the increasingly complex needs of the Maintenance Program. For example, field crews are required to manually enter extensive amounts of time/material/equipment reporting data (FA83 & HM85) on duplicate screens. In addition, both short- and long-term management information is not readily available and is often not timely or reliable. Furthermore, the existing systems do not provide sufficient planning and scheduling tools.



Why did Caltrans select Hansen?

Caltrans end-users and management selected Hansen over the competition because Hansen is transportation-specific and easy to use.

Who is implementing IMMS?

The IMMS Team is made up of staff from the Caltrans Maintenance Program and ISSC as well as two consulting firms: Deloitte Consulting and Hansen Information Technologies.

What's the IMMS Team done so far?

In 1996, the IMMS Team reviewed work order software packages and recommended a package called Maximo. Over the next two years, the Team made several enhancements, developed custom reports, tested the application, trained end-users and ran a pilot in District 11 (San Diego and Imperial Counties).

The Maximo pilot demonstrated that work orders would be a good tool for Maintenance, provided that software and network response time problems were addressed. However, by December 1998, Caltrans determined that the Maximo software tested in District 11 was not intuitive or user-friendly. Caltrans went back to the marketplace to look for alternate work order software solutions.

Following a rigorous selection process in 1999, Hansen Information Technologies and Deloitte Consulting were chosen to implement Hansen's application. In an effort to ensure that Hansen's application is indeed equipped to handle the Maintenance Program's needs, District 3 participated in



the Proof of Concept Phase. During this phase, six District 3 Supervisors and the IMMS Team tested Hansen's functionality and performance by using it to execute real-world scenarios such as reporting non-work time, adding new material to a stock area, and recording resources used for a specific activity. The test was a remarkable success and, as such, the IMMS Team was authorized to continue working towards Hansen implementation.

What have Caltrans Supervisors and Superintendents said about IMMS

- "I would start using it tomorrow if I could."
- "If all goes as planned, it should be awesome."
- "The districts will have access to the same information we do."
- "We will be able to print detailed reports all from one system."
- "The hands-on part of the training was great; we could really relate to the examples."
- "Hansen will give us more control over our inventory."
- "Borrowing resources will be much easier with Hansen."
- "We could go out into the field to train other Supervisors on how to use Hansen."

What is the IMMS Team doing now?

Before Hansen can be implemented, it must be tailored to meet the specific needs of Caltrans. To this end, the IMMS Team will undertake the following over the next two years:

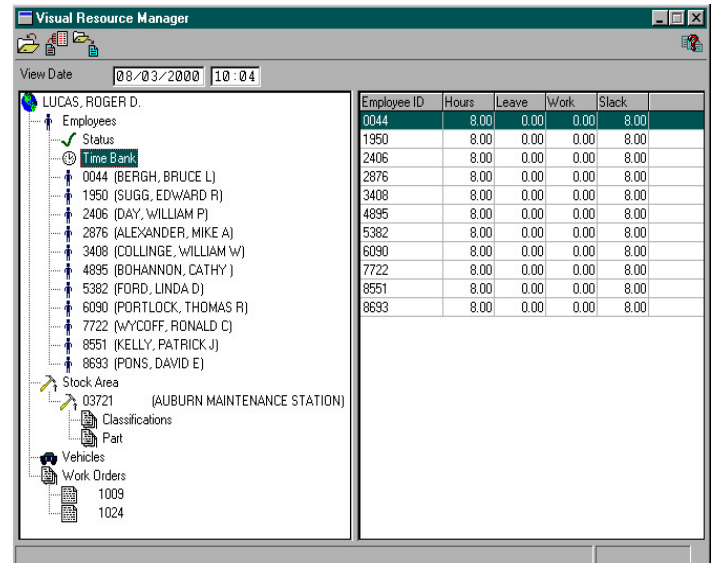
- Identifying your business needs and determining how Hansen can best accommodate them. Our research will include numerous interviews and focus groups across the state.
- Configuring (or customizing) Hansen to meet the needs of the Maintenance Program.
- Reviewing maintenance business issues such as special designations and production units.
- Converting data from the MMS and MMSI systems to the new IMMS.
- Developing training and implementation materials to make the transition from MMS/MMSI to IMMS and the new way of doing business as easy and smooth as possible.
- Implementing Hansen. The districts will "go live" in a 6-12 month period, beginning with District 3 in June 2001.



What does Hansen look like?

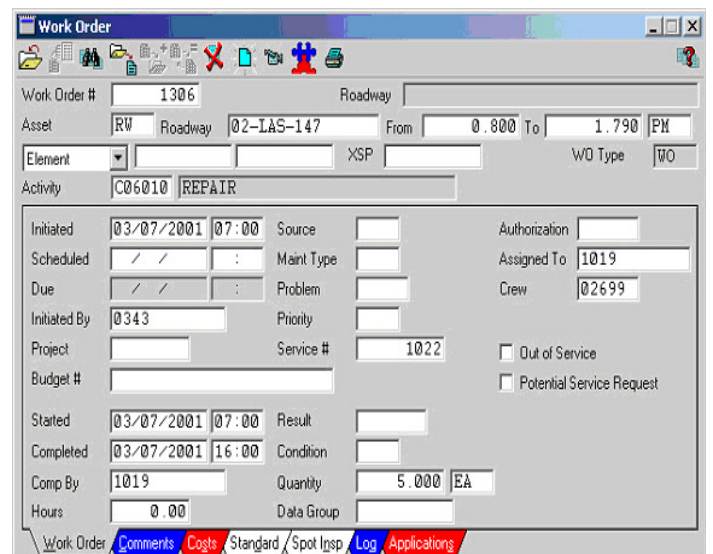
Please see screen shots from the Hansen application on this page.

Visual Resource Manager is the form a Supervisor would use to perform daily activities. It is, in a sense, "one-stop shopping" for conducting the large majority of a Supervisor's work.



Employee ID	Hours	Leave	Work	Slack
0044	8.00	0.00	0.00	8.00
1950	8.00	0.00	0.00	8.00
2406	8.00	0.00	0.00	8.00
2876	8.00	0.00	0.00	8.00
3408	8.00	0.00	0.00	8.00
4895	8.00	0.00	0.00	8.00
5382	8.00	0.00	0.00	8.00
6090	8.00	0.00	0.00	8.00
7722	8.00	0.00	0.00	8.00
8551	8.00	0.00	0.00	8.00
8693	8.00	0.00	0.00	8.00

A Work Order is a record that identifies a maintenance or repair activity to be performed on an asset.



Work Order # 1306 Roadway

Asset RW Roadway 02-IAS-147 From 0.800 To 1.790 PM

Element XSP WO Type WO

Activity C06010 REPAIR

Initiated 03/07/2001 07:00 Source Authorization

Scheduled / / : Maint Type Assigned To 1019

Due / / : Problem Crew 02699

Initiated By 0343 Priority Service # 1022 ☐ Out of Service

Project Budget # ☐ Potential Service Request

Started 03/07/2001 07:00 Result

Completed 03/07/2001 16:00 Condition

Comp By 1019 Quantity 5.000 EA

Hours 0.00 Data Group

Work Order Comments Costs Standart Spot Insp Log Applications